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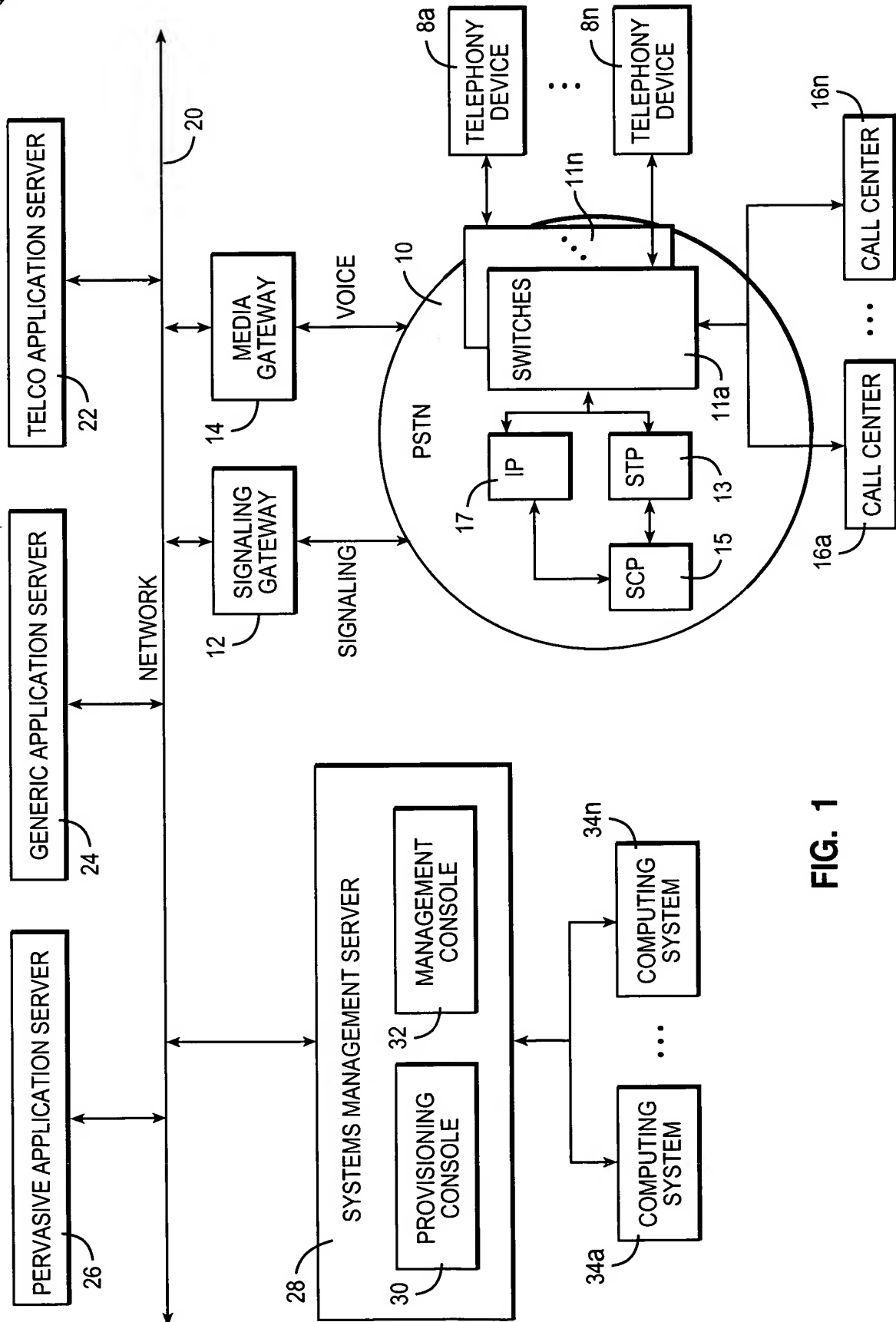


FIG. 1



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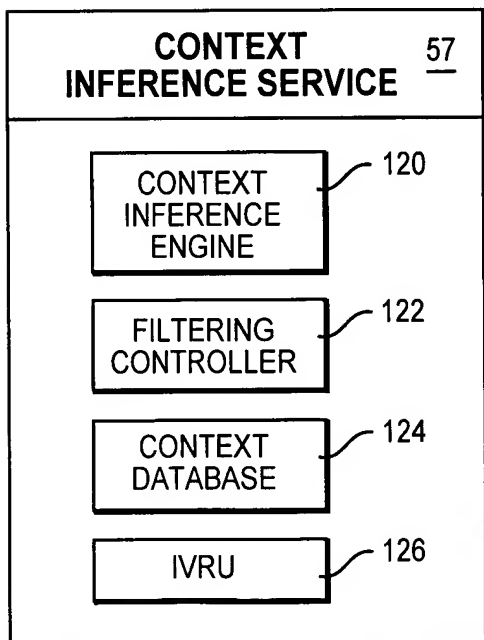
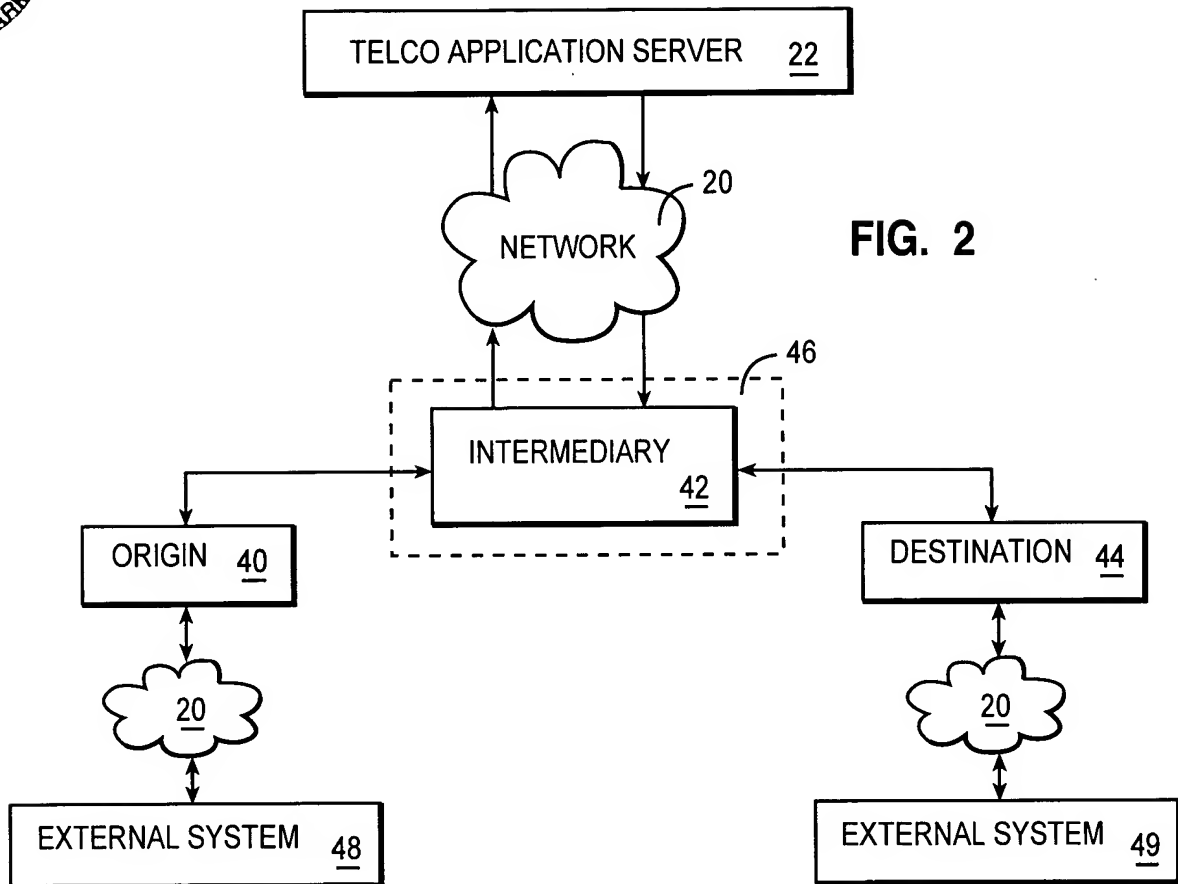


FIG. 7

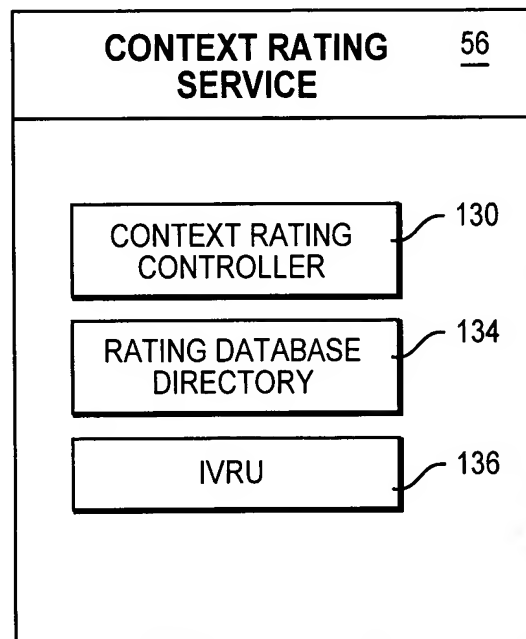


FIG. 8

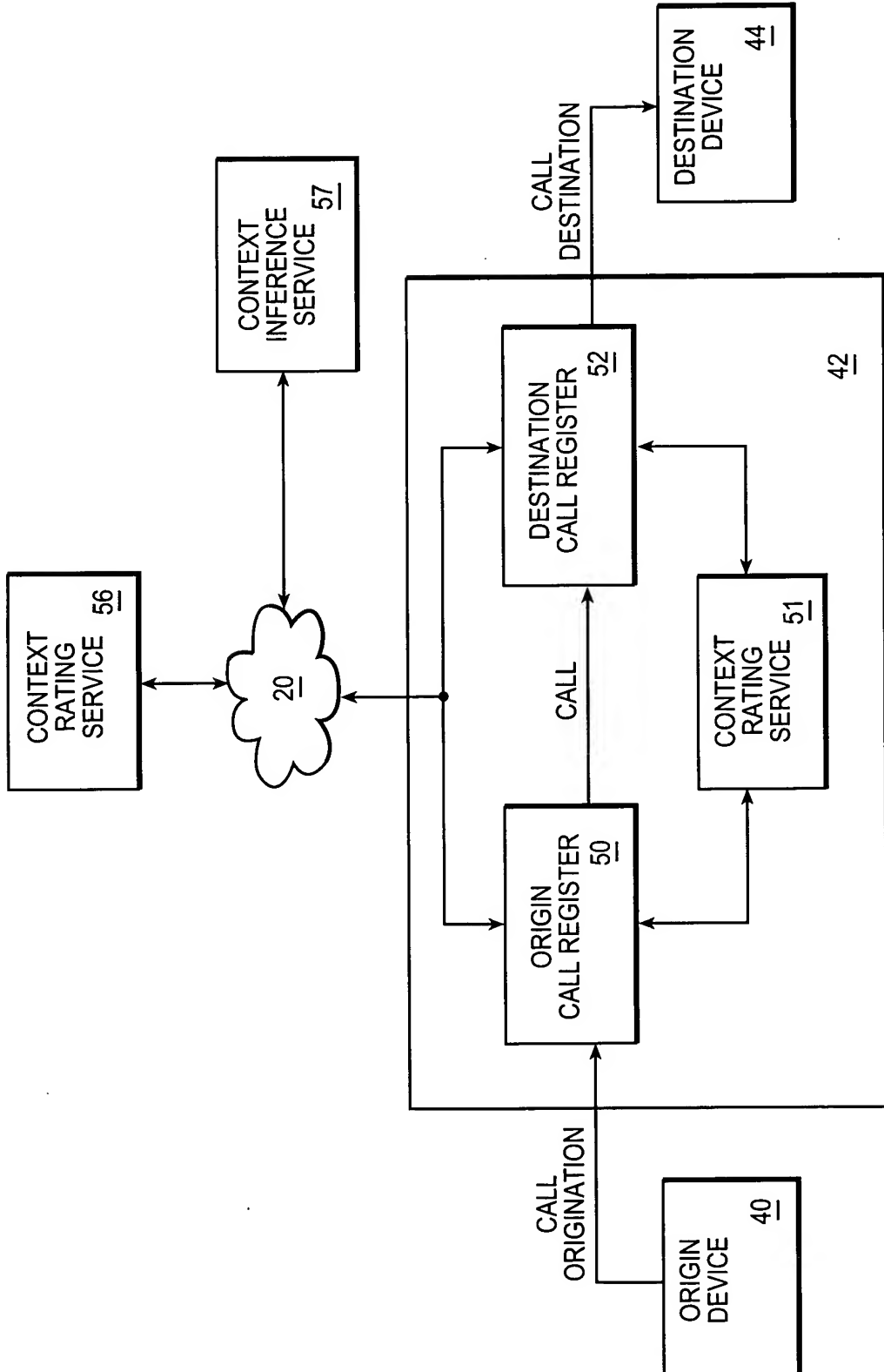


FIG. 3



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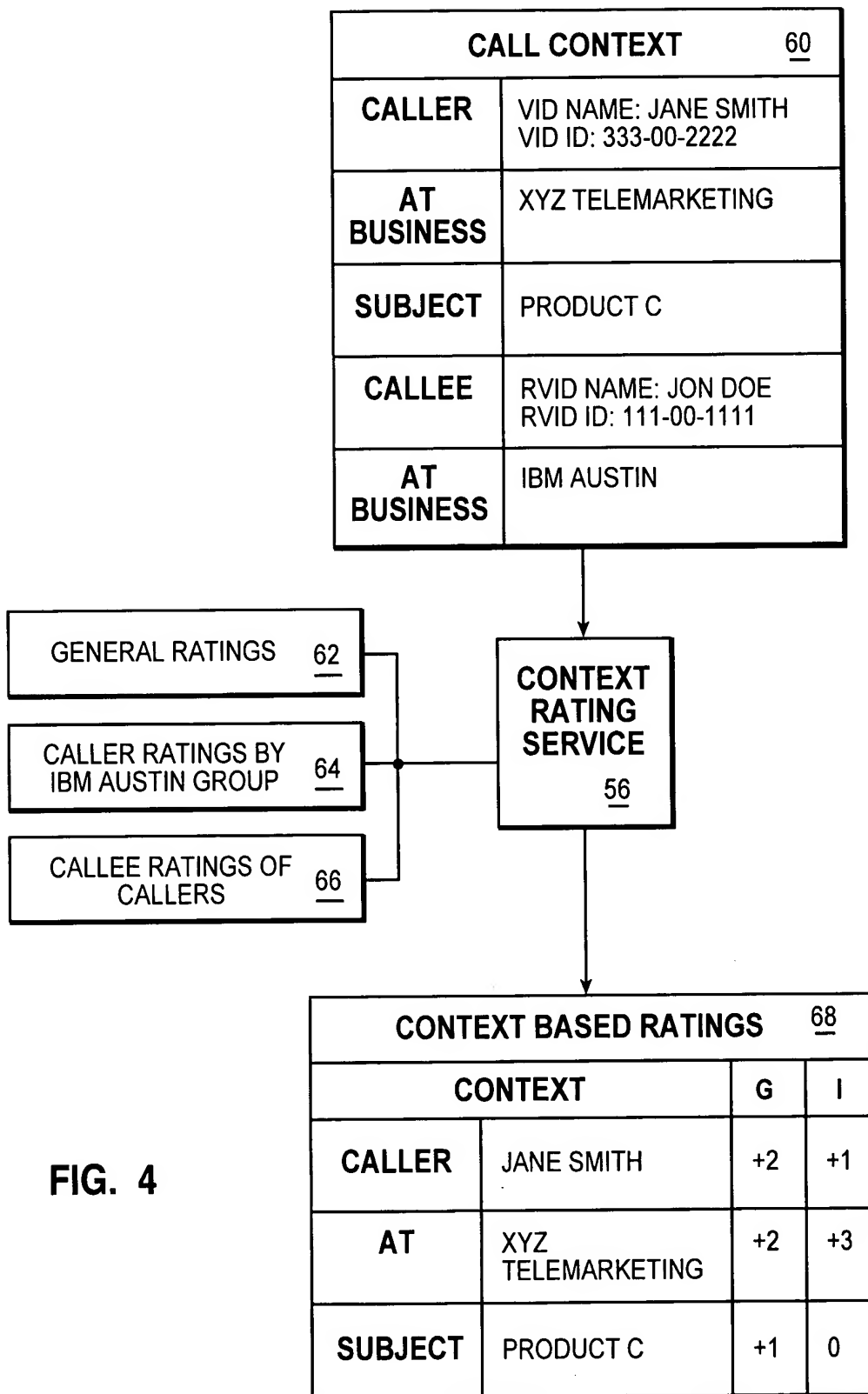


FIG. 4



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| CALL CONTEXT <u>70</u> | |
|------------------------|--|
| CALLER | VID NAME: A. JONES VID ID: 200-00-1111 |
| AT | HOME |
| SUBJECT | QUESTION ABOUT COMPUTER A |
| PATH | IBM TECHNICAL SUPPORT LINE TO REPRESENTATIVE LINE #345 |
| CALLEE | RVID NAME: J. SMART RVID ID: 101-11-2222 |
| AT | IBM TECHNICAL SUPPORT |
| EXPERTISE | SOFTWARE ISSUES |

| | |
|---|---|
| CALLEE GENERAL RATINGS <u>72</u> | + |
| CALLEE RATINGS AT IBM TECHNICAL SUPPORT <u>74</u> | |
| CALLER RATING OF CALLEE <u>76</u> | |

**CONTEXT
RATING
SERVICE**
56

| CONTEXT BASED RATINGS <u>78</u> | | | |
|---------------------------------|------------------------------|----|----|
| CONTEXT | | G | I |
| CALLEE | J. SMART | +5 | - |
| AT | IBM TECHNICAL SUPPORT | +6 | +2 |
| SUBJECT | QUESTION ABOUT COMPUTER A | +3 | - |
| OVERALL | SOFTWARE ISSUES + SUBJECT | +4 | - |

FIG. 5

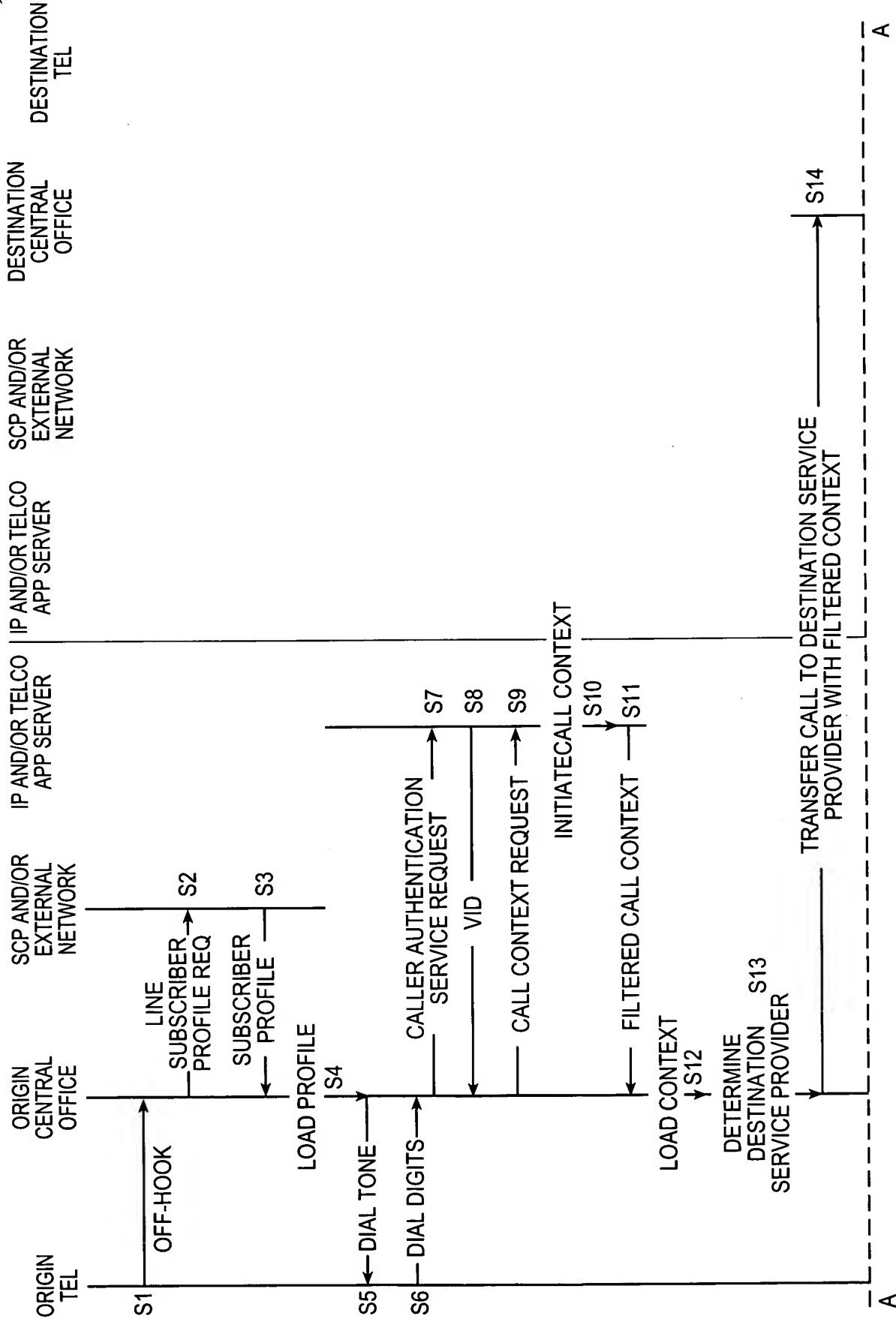


FIG. 6A

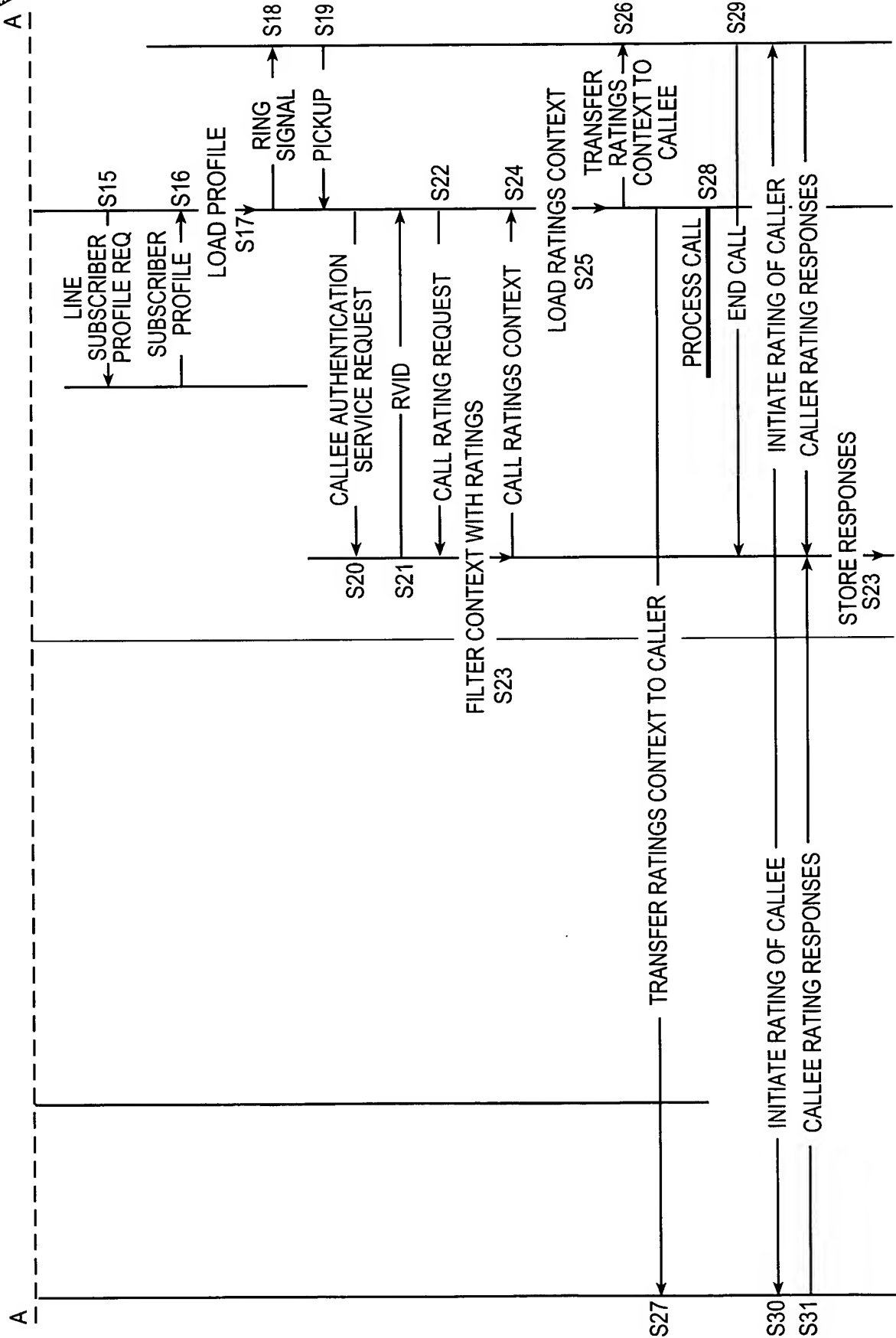
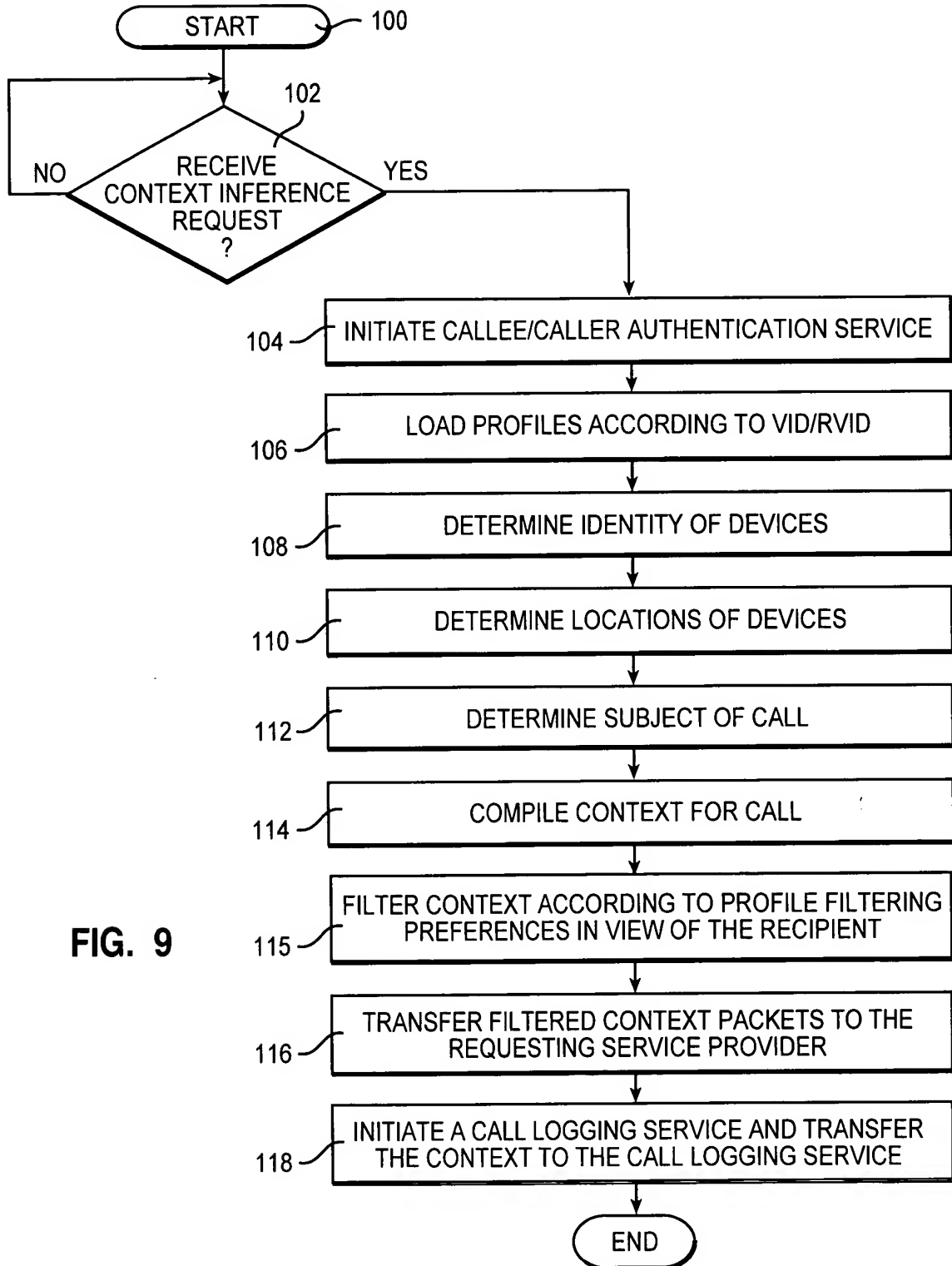


FIG. 6B



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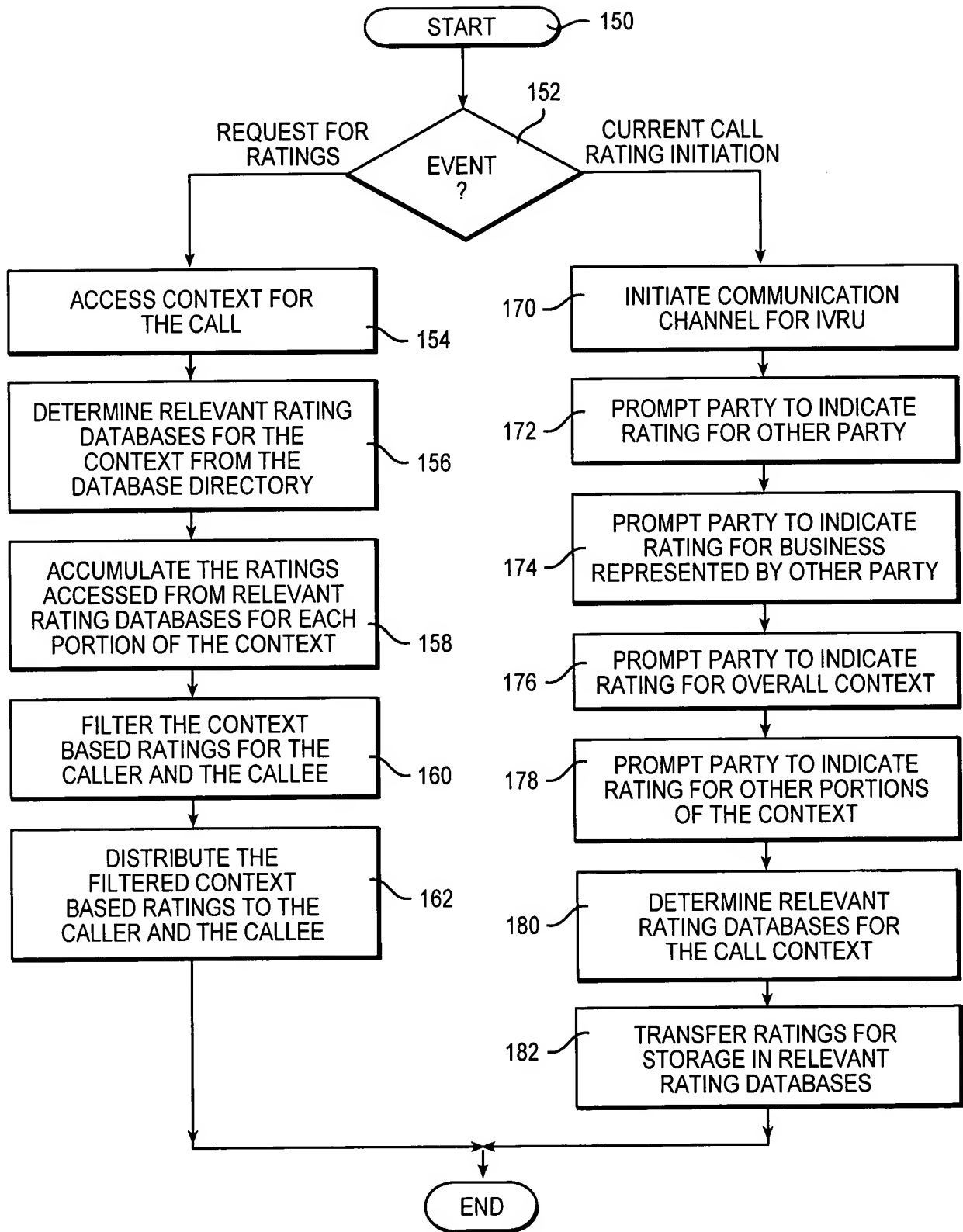


FIG. 10